

**GOVERNMENT OF RAJASTHAN**  
**DEPARTMENT OF TOURISM**  
**Office: Hotel KhasaKothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593**  
**No.: F15(JT/Website Bid/DT/2018/ 19754**      **Date : 01/11/18**

**Replies / Corrigendum with respect to the queries/discussion/review held with the prospective bidders during pre-bid meeting on 22-10-2018 for the RFP for Selection of Agency for Website Maintenance / Updation, Micro Sites Creation, Online Campaign, Search Engine Optimization etc.**

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (if any)
1	M/s. Katalist Newspaper Pvt.Ltd.	11	<p><b>Chapter 3 : Eligibility Criteria - Pre Technical Qualification/Eligibility Criteria</b></p> <p><b>2. Turnover :</b> Annual turnover of the bidder, should at least Rs. 5 Crore, in last three financial years, ie, from 1st April 2014 to 31st March 2017</p> <p><b>Chapter 3 : Eligibility Criteria - Pre Technical Qualification/Eligibility Criteria</b></p> <p><b>4. Technical Capability :</b> The bidder must have developed/maintained at least five web portals worth Rs. 5 Lakh &amp; above each, out of which atleast:</p> <ul style="list-style-type: none"> <li>• One portal should have Core area of the organisation as Tourism/Art/Culture/Hospitality Sector.</li> <li>• One portal should have developed/maintained on AEM (Adobe Experience Manager)</li> </ul>	<p>We understand that the requirement is an average turnover of 5 Cr over the period of 3 years starting 1st April 2014. Pls. clarify if the same is correct. We also see this interpretation in clause.</p> <p>We have the said experience in developing and maintaining web portals and request the clause also allows Sectors like Education. The company has executed for the Govt. of Rajasthan with Gems Education and has also been awarded/recognized by the CM, Rajasthan for the same.</p> <p>We also will request that the clause be changed to capability for AEM as against one portal should have been developed/maintained on AEM.</p>	<p>This is not average turnover. This is Annual turnover of the each financial years i.e. 2014-15, 2015-16 &amp; 2016-17 should be at least Rs. 5 crores.</p> <p>No change</p>
59			<p><b>Annexure 2 - Sl. No. 1 : Technical Bid Evaluation Criteria</b></p> <p>Annual turnover of the bidder, in last three financial years, i.e., from 1st April 2014 to 31st March 2017, as on bid publication date (CA Certificate) (audited balance sheet)</p> <p>Rs. 5 Cr. To 10 Cr. - 10 Mark          Above 10 Cr. to Rs. 20 Cr. - 12 Marks          Above 20 Cr. - 15 Marks</p>	<p>We request that 15 marks be given to minimum criteria as mentioned in page 11/82 for eligibility. It will give an unfair advantage to higher turnover when the minimum qualification criteria is lower.</p>	<p>No change</p>

*Sita*  
 A.C.P. (DY. DIR.)

*Sanu*  
 FT. DIR. (MKTG.)

*[Signature]*  
 FINANCIAL ADVISOR

*[Signature]*  
 ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN**  
**DEPARTMENT OF TOURISM**  
 Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (if any)
2.	M/s. Nexteon IT Solution	59	<p><b>Annexure 2 – Sl. No. 2 : Technical Bid Evaluation Criteria</b></p> <p>In last 3 F.Y. (year 2015-16, 2016-17, 2017-18), bidder must have completed / in progress 3 projects worth at least 10 lakh each (1 Project each for Development or maintenance of Web Portal)</p> <ul style="list-style-type: none"> <li>• 4 Marks for Each Project of Web Portal (Maximum 3 Projects shall be considered for 12 Marks)</li> <li>• 4 Additional Marks will be given if at least one of the above project is related to Tourism / Art &amp; Culture / Hospitality / Media / Event</li> <li>• 4 additional marks for at least one of the above project is related to development/ maintenance of website on AEM (Adobe Experience Manager) (Work Order / Client certificate)(URL of web portal should be mentioned)</li> </ul>	<p>The minimum eligibility criteria on page 11/82 calls for 5 lacs and above whereas in this clause the project worth has been increased to 10 lacs.</p> <p>We request that the marking is maintained for the minimum criteria of 5 lacs as otherwise it is an unfair advantage to vendors who meet minimum criteria.</p> <p>We also request that the sectors include Education and we have executed for the Govt. of Rajasthan with Gems Education and has also been awarded/recognized by the CM- Rajasthan for the same.</p>	<p>No change</p>
			<p>With respect to the discussion held in the pre-bid meeting, On behalf of Nexteon IT Solution, I would like to request you to add the following criteria in the above said Bid for the betterment of the project:</p> <p>1) Including Consortium Criteria will not only help the department in welcoming more healthy participation but it will majorly allow the department to get a panel of bidders who would be efficiently be competent to deliver the</p>	<p>No change</p>	

*2/14/18*  
 A.C.P. (DY. DIR.)

*2/14/18*  
 JT. DIR. (MKTG.)

*2/14/18*  
 FINANCIAL ADVISOR

*2/14/18*  
 ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN  
DEPARTMENT OF TOURISM**

Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (If any)
3	M/s ABM KNOWLEDGEWA RE LIMITED	11	<p><b>Pre-Technical Qualification / Eligibility Criteria</b></p> <p>The bidder must have developed /maintained at-least five web portals worth Rs. 5 Lakh &amp; above each, out of which at-least:</p> <ul style="list-style-type: none"> <li>• One portal should have Core area of the organization as Tourism/ Art/ Culture/ Hospitality Sector</li> </ul> <p>One portal should have developed/ maintained on AEM (Adobe Experience Manager)</p>	<p>required scope of work. Also, considering the varied and dynamic scope of work, it is the need of the hour to include this constraint so that each of the consortium partner stakeholder would be responsible for their part of the deliverables and hence would collectively be enable to deliver the required scope in the most efficient state.</p> <p>Request you to give it a thought as including Consortium Partnership clause will certainly not result in diversion of the focus, instead it will diversify the responsibilities and hence will enable the bidder to deliver the utmost quality solution.</p> <p>The bidder must have developed /maintained at-least five web portals worth Rs. 5 Lakh &amp; above each, out of which at-least:</p> <ul style="list-style-type: none"> <li>• One portal should have Core area of the organization as Tourism/ Art/ Culture/ Hospitality Sector</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• One portal should have developed/maintained on AEM (Adobe Experience Manager).</li> </ul>	No Change

*21/11/24*  
A.C.P. (DY. DIR.)

*[Signature]*  
J.T. DIR. (MKTG.)

*[Signature]*  
FINANCIAL ADVISOR

*[Signature]*  
ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN  
DEPARTMENT OF TOURISM**  
Office: Hotel KhasaKothi Campus, M.I. Road, Jaipur Phone: 0141 - 5115100, 2361648 Fax: 0141 - 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (if any)
59			<p><b>Technical Bid Evaluation Criteria No. 2</b> In last 3 F.Y. (year 2015-16, 2016-17, 2017-18), bidder must have completed / in progress 3 projects worth at least 10 lakh each (1 Project each for Development or maintenance of Web Portal)</p> <ul style="list-style-type: none"> <li>• 4 Marks for Each Project of Web Portal (Maximum 3 Projects shall be considered for 12 Marks)</li> <li>• 4 Additional Marks will be given if at least one of the above project is related to Tourism / Art &amp; Culture / Hospitality / Media / Event</li> <li>• 4 additional marks for at least one of the above project is related to development/ maintenance of website on AEM (Adobe Experience Manager) (Work Order/ Client certificate) (URL of web portal should be mentioned)</li> </ul>	<p>Please change last rule to: 4 additional marks for at least one of the above project is related to development/ maintenance of website on content management system used by Govt./PSUs (Work Order/ Client certificate) (URL of web portal should be mentioned)</p>	No change
60			<p><b>Technical Bid Evaluation Criteria No. 4</b> Firm / Bidder must have completed translating content in English to a minimum of 2 languages which include Hindi, Chinese, French, German, Spanish, Russian for Government or PSU or hotel /hospitality/ travel / Tourism/airlines industry. (Client Work Order/ Client completion certificate clearly mentioning translation as part of scope of work assigned to the bidder.) (At least 10,000 words translation in each language)</p>	<p>Please change this rule to: Firm / Bidder must have completed translating content in English to at least one Indian Language for Government or PSU or hotel /hospitality/ Tourism/airlines industry. (Client Work Order/ Client completion certificate clearly mentioning translation as part of scope of work assigned to the bidder.) (At least 10,000 words translation in each language)</p>	No change

*Shivta*  
A.C.P. (DY. DIR.)

*Shon*  
JT. DIR. (MKTG.)

*[Signature]*  
FINANCIAL ADVISOR

*[Signature]*  
ADDL. DIR. (Dev.)

GOVERNMENT OF RAJASTHAN  
DEPARTMENT OF TOURISM

Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

Srl	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (if any)
4	M/s. Data Infosys Limited	18	<p>9. Creative Campaigns &amp; Contests Design campaign or online contest to attract more that 50000 contestants to participate each quarter</p> <p>Part B: The successful Bidder has to translate the content of the website in following five international languages:</p> <p>Site Template Approval</p>	<p>Please clarify who shall be responsible for campaign strategy. In practical Digital Marketing Strategy drives the various campaigns in various digital marketing channels such as email marketing, display advertising, mobile marketing, Pay Per Click, etc. If bidder is required to design campaign and its strategy then they should <b>allowed to have a consortium partner such as Digital Marketing Agencies.</b> The Marketing Agencies then shall design campaigns strategy, finalize contents and technical partner shall implement it and fine tune the same based on analysing effectiveness of a campaign</p> <p>Who will verified the translated content of every language from DOT side and how much time it will take to verify the content provided by the bidder by the designated official of DOT.</p> <p>Will the template of Website remain same thru out the project tenure of same is also required to be changed every Quarter, if so who will approve the new template from DOT side and in how much time frame.</p>	<p>The Successful bidder has to provide verified translated content from an authenticate content translator of the language. If requires, Department may engage third party for verification/ checking of translated content.</p> <p>Re-structuring of the currently running Web Portal <a href="http://www.tourism.rajasthan.gov.in">www.tourism.rajasthan.gov.in</a> of Department of Tourism (within a period of first quarter). Further changes may be done as per requirement.</p>

21/11  
A.C.P. (DY. DIR.)

Sanu  
JT. DIR. (MKTG.)

CM  
FINANCIAL ADVISOR

ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN**  
**DEPARTMENT OF TOURISM**  
**Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593**

Sr1	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (If any)
			Safe to Host	Who will bear the cost of Safe to HOST every time during the tenure of the project	Successful bidder will bear the cost of Safe to Host every time during the tenure of the project.
		13	Part A2 Associated Partner Site	Please let us know the number of Associated Partner Site with their URL	It depends on promotional activities of Tourism Department.
		14	Part A2 Mobile APP	Please provide details of existing mobile APP and there Platforms which needs to be maintained	Successful bidder will not maintain the mobile app, he will provide content in mobile app format, which he will be developed for website. Like optimized texts, image etc.
		15	Part A5 Emailer and e-Book	Which domain and email address will be used for sending the required 10,000 number of emails on monthly basis and is department already having Bulk email facility and with database on which such promotional emails needs to be send.	The "mail.rajasthan.gov.in" domain and "donotreplytourism@rajasthan.gov.in" email address will be used for sending emails. The successful bidder has to create database of email addresses for the promotional emails.
		15	Blogger Activities:4 Boarding and Lodging of the team during the project tenure	As in RFP its mentioned that Boarding and Lodging of the Bloggers will be arranged by DOT. it is requested that same should be extended for all other team members also traveling for official work including video creators, designers, content writer, Photographers etc during the project tenure as same cannot be assessed at present stage and cost can't be accounted for because number of travels are not fixed in nature required in Rajasthan.	Boarding and Lodging of the Bloggers, team members will be arranged by Successful bidder. In some cases of blogger activity, department may provide boarding and lodging, but it is subjected to prior approval of Department

  
**A.C.P. (DY. DIR.)**

  
**J.T. DIR. (MKTG.)**

  
**FINANCIAL ADVISOR**

  
**ADDL. DIR. (Dev.)**

**GOVERNMENT OF RAJASTHAN**  
**DEPARTMENT OF TOURISM**  
 Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

Sr1	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (If any)
		16	Part A.11 Mobility Of Vehicle	It's mentioned that successful bidder will provide mobility of vehicle at DOT Premises, please clarify its more information what exactly is required to be given by bidder.	For coordination of team with RSDC, Event partner etc, successful bidder will also arrange mobility of vehicle in DoT, HQ Premises.
			Artificial Intelligence	As department is looking to create world class international website, will department not looking for integration of Artificial Intelligence in website and mobile app.	As per RFP
		19	Part B Engage third party for verification/checking of translated content.	Will the cost of such third party will be borne by Dept. or bidder has to account for that cost in the bid estimated cost. If so than for how much period such third party will be engaged and what is the estimated cost which needs to be account for.	The bidder has to provided verified translated content from content writer, having knowledge and experience of same field. If requires, Department may engage third part for verification/ checking of translated content. Cost of this Third Party will be borne by Department.
		17	Part A Adobe Expertise	Adobe Expertise Since the delivery has to be done for Adobe framework and technology in all the minimum manpower required nowhere existing experience or certification on this technology are been asked. Same should atleast be asked to be part of manpower desired.	As per RFP

A.C.P. (DY. DIR.)

JT. DIR. (MKTG.)

FINANCIAL ADVISOR

ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN  
DEPARTMENT OF TOURISM**

Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (If any)
		19	Time for deployment of manpower	As the time given for supply for Adobe License is 15 days so the time given for deployment of manpower should also be given for atleast 15 days, 10 days' time is very short.	As per RFP
			Number of Content pages on present portal	Please clarify how much content is available right now on tourism portal	Website is available in public domain
			Required Videos and Images	Please clarify who will provide these videos & images etc for portal development	The Successful Bidder has to provide Video and Images
		6	2. Annual turnover of the bidder, should be at least Rs. 5 Crore, in last three financial years, i.e., from 1st April 2014 to 31st March 2017	To best of Our understanding as per Rajasthan Government RISL Model RFP based on RTPP act of Rajasthan Procurement the Turnover should be 10 times of the estimated cost of the RFP. Where as in this RFP same is kept just equal to estimated project cost. Please clarify will you be amending the same as per rules?	No Change in Existing Clause
		6	4. The bidder must have developed maintained at-least five web portals worth Rs. 5 Lakh & above each, out of which at-least:	To best of Our understanding as per Rajasthan Government RISL Model RFP based on RTPP act of Rajasthan Procurement the bidder must have successfully completed at least One Project of similar nature not less than the amount of 80% of the estimated project cost or two similar projects with total value of estimated project cost. Where as in this RFP same is kept just 1% to estimated project cost. Please clarify will you be amending the same as per rules?	No Change

*21/4/19*  
A.C.P. (DY. DIR.)

*Amn*  
JT. DIR. (MKTG.)

FINANCIAL ADVISOR

*[Signature]*  
ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN**  
**DEPARTMENT OF TOURISM**  
 Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (if any)
		6	CMMI level certification	To best of Our understanding as per Rajasthan Government RISL Model RFP based on RTPP act of Rajasthan Procurement If Tender estimated development cost is more than 25 Lacs than, bidder has to provide CMMI level certification Where as in this RFP same is not been asked. Please clarify will you be amending the same as per rules?	No Change
		6	If the project is more oriented towards service management/FMS than ISO certification should be the asked.	To best of Our understanding as per Rajasthan Government RISL Model RFP based on RTPP act of Rajasthan Procurement If the project is more oriented towards service management/ FMS than ISO certification should be the asked Where as in this RFP same is not been asked. Please clarify will you be amending the same as per rules?	No Change
		6	Consortium	To best of Our understanding as per Rajasthan Government RISL Model RFP based on RTPP act of Rajasthan Procurement Consortium should allowed as if the bidder does not have CMMI or ISO certifications.	No Change

  
 A.C.P. (DY. DIR.)

  
 JT. DIR. (MKTG.)

  
 FINANCIAL ADVISOR

  
 ADDL. DIR. (Dev.)

**GOVERNMENT OF RAJASTHAN  
DEPARTMENT OF TOURISM**

Office: Hotel Khasakothi Campus, M.I. Road, Jaipur Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593

S. No.	Firm's Name	RFP Pg#	Details of Existing Clause of the RFP	Queries of the firms	Replies of the queries & Corrigendum (If any)
5	M/s. TO THE NEW		Onsite Resource deployment plan	<p>TTN works in similar engagement model with many organisations (private as well as Govt). Few examples include, HDFCFunds, Maxlife Insurance, IDFC Mutual funds, Tatasky, InvestIndia, StartupIndia and many more. It helps the engagement in following ways.</p> <ul style="list-style-type: none"> <li>+ They can easily tap into the larger resource pool and leverage larger wisdom available from other projects to solve problems.</li> <li>+ TTN does send its personnel on client locations at important project milestones, e.g. project kick off, production release etc</li> <li>+ Most people working on the engagement don't have to move to a new location. Since most folks are living nearby office, they prefer reporting to office.</li> </ul> <p>TTN suggests following onsite/offsite model which is in practice at many engagements.</p> <ul style="list-style-type: none"> <li>+ 1 person permanently deployed onsite - Project coordinator, who'd work closely with all relevant client stakeholders.</li> <li>+ Rest of the team works out of TTN office, Noida. Client will have access to all team members. We work in Agile way where we practice daily stand ups, close collaboration with client team via modern tools (Skype, hangouts, slack etc)</li> <li>+ Key members of the team (Tech Lead, Content authors etc) travel to client location during important milestones (project kick off, production go live, covering an event etc)</li> </ul> <p>Would such a model be workable for Rajasthan Tourism?</p>	<p>No Change</p> <p>Successful bidder will procure the licenses as per RFP. Costs for the licenses has already been included in RFP.</p>
			Procurement of Licenses		

A.C.P. (DY. DIR.)

IT. DIR. (MKTG.)

FINANCIAL ADVISOR

ADDL. DIR. (Dev.)

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*